



SPECIAL NOTICE

Dear Automotive Customer:

Throughout the past few years, GSAAutomotive has automated many of its processes to improve our efficiencies and communications with our customers and industry partners. In support of the President's Management Agenda, GSA Automotive has made a commitment to OMB to eliminate the use of paper requisitions. In view of our on-line ordering program, AutoChoice, and through the use of other electronic means, we feel we can accomplish this goal.

Fiscal Year 04 (October 1, 2003) will be the last year GSA Automotive will accept GSA Form 1781 (Motor Vehicle Requisitions) or Department of Defense's (DoD's) Military Interoffice Purchase Request (MIPR) in paper form covering vehicles that can be purchased through the on-line AutoChoice program.

Beginning FY 05 (October 1, 2004) GSA Automotive will NOT accept paper requisitions covering vehicles available for purchase through the on-line AutoChoice program. GSA Automotive will accept requisitions through AutoChoice or an alternate electronic format (i.e. Excel format as an e-mail attachment or disk). If General Services Administration receives a paper requisition in FY 05, it will be returned and the customer advised by phone to utilize the AutoChoice program.

The only exception to this process will be for those agencies that have no access to the Internet, or those vehicles that are not available through AutoChoice. Under these circumstances, the customers will be advised to send orders in an Excel format as an e-mail attachment or to overnight a disk.

GSAAutomotive associates will be available to train customers throughout this transition period. We will be contacting all customers currently sending in paper orders to schedule appropriate training in the AutoChoice program.

The AutoChoice program allows customers to configure vehicles, compare prices of competing vendors side by side, choose colors, choose delivering dealers and place orders, all on-line. Customers receive an immediate acknowledgement after requisition placement and can check order status. Access to the Federal Vehicle Standards and a link to NHTSA's crash test results are also available. Many other features are available. AutoChoice can be accessed at www.autochoice.gsa.gov.

Should you have any questions regarding this message please call our Customer CARE line at (703) 308-CARS (2277).

Sincerely,

Robert Blackstone

Robert Blackstone
Director, GSAAutomotive
Office of Vehicle Acquisition
& Leasing Services

**U.S. General Services Administration
Crystal Mall Building 4
1941 Jefferson Davis Highway
Arlington, VA 22202
www.gsa.gov**

2004 Federal Vehicle Standards

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FEDERAL VEHICLE STANDARDS SECTIONS

Blue	No. 122	Automobiles: Sedans and Station Wagons
Green	No. 307	Light Trucks, 4x2 and 4x4
Pink	No. 794	Medium Trucks, 4x2 and 4x4
Buff	No. 807	Heavy Trucks, 6x4 and 6x6

Appendix Regular Production Color Charts for Federal
Vehicle Standards Sections 122 and 307

➤ PRINTED COPIES OF THIS STANDARD ARE AVAILABLE FROM:

General Services Administration

Centralized Mailing List Service (7CAFL)
P.O. Box 6477
Fort Worth, TX 76115
Phone: (817) 334-5215
FAX: (817) 334-5561

Request Code AUTO-0001

Copies of this Standard are also available from the Office
of Vehicle Acquisition and Leasing Services, GSA
Automotive Homepage at: fss.gsa.gov/vehicles/buying.

Copies will also be available on CD ROM from GSA
Automotive upon request. Call Customer CARE
(703) 308-CARS.

➤ PLEASE NOTE THE APPROPRIATE ADDRESSES FOR GSA AUTOMOTIVE:

Regular Mail:

General Services Administration
Federal Supply Service
Office of Vehicle Acquisition and Leasing Services
GSA Automotive
Washington, DC 20406

Overnight Mail:

General Services Administration
Office of Vehicle Acquisition and Leasing Services
GSA Automotive (FFA), Room 604
1941 Jefferson Davis Highway
Arlington, VA 22202-4502

Telephone:

(703) 605-5680
(703) 305-3034 Facsimile

GENERAL INFORMATION

FEDERAL VEHICLE STANDARDS FOR AUTOMOBILES, LIGHT TRUCKS, MEDIUM TRUCKS, AND HEAVY TRUCKS

INTRODUCTION

Welcome to the General Services Administration (GSA), Office of Vehicle Acquisition and Leasing Services, GSA Automotive and the 2004 FEDERAL VEHICLE STANDARDS. The 2004 model year standards contained in this document are published under the authority of the General Services Administration.

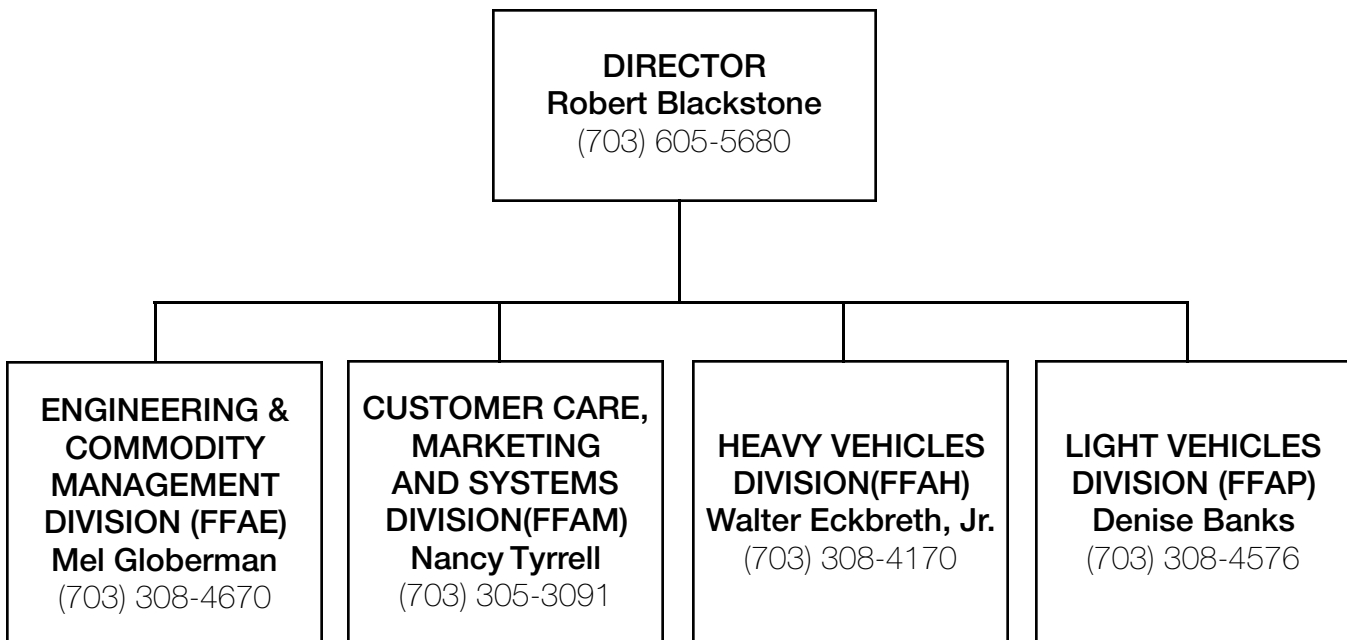
The purpose of this document is to achieve a practical degree of standardization in the Federal automotive fleet, yet be responsive to the wide range of commercial vehicles required to meet the needs of the various agencies. The standard does not include all varieties that are available, but

is intended to cover only those generally used by the Federal Government. This standard establishes classifications for various types and sizes of vehicles, general requirements, and equipment options. It is intended to facilitate the ordering of vehicles and their subsequent competitive, consolidated procurement.

The use of these standards reduces the ordering and procurement lead time and permits a clear understanding of the requirements by ordering agents, contracting officers, quality assurance specialists, and contractors' representatives. Ordering activities should be familiar with Federal Property Management Regulation (FPMR) No. 101-26.501 regarding the Purchase of New Motor Vehicles.

It is important that agencies adhere to the requirements of FPMR No. 101-38.13, Acquisition of Fuel Efficient Motor Vehicles.

➤ GSA AUTOMOTIVE: ORGANIZATION CHART AND PHONE NUMBERS





GSA AutoChoice
www.autochoice.gsa.gov

AND THE ELECTRONIC PROCESS

GSA Automotive's web site at fss.gsa.gov/vehicles/buying allows you to find information on the types of vehicles and related services we provide, the types and prices of available alternative fuel vehicles (AFVs), view the current edition of the Federal Vehicle Standards, and check the status of your order. You can also find updates on vehicle availability, model close out dates, and information on conferences and special events. Our online AutoChoice program can also be accessed through our web site, www.autochoice.gsa.gov.

AUTOCHOICE

AutoChoice is GSA Automotive's state-of-the-art on-line vehicle ordering system.



GSA AutoChoice allows you to:

- **Choose Vehicle Makes and Models**
- **Compare Base Prices & Equipment Options**
- **Compare Miles Per Gallon (MPG) (Sedans and Light Trucks Only)**
- **Choose Colors (Sedans and Light Trucks)**
- **Choose Dealers (Sedans and Light Trucks)**
- **Place An Order On-Line**
- **Check Status**
- **Identify Available Alternative Fuel Vehicles (AFVs)**
- **Link To The Federal Vehicle Standards**
- **Link To The National Highway Traffic Safety Administration (NHTSA), for information on crash test results**
- **Link to the Federal Ambulance Specification KKK-A-1822E**

Choose and compare prices of light-duty vehicles from: DaimlerChrysler, Ford, General Motors, Toyota and Honda (including alternative fuel vehicles). Prices are also available for light-duty body trucks and ambulances. All light-duty vehicles meet Federal Vehicle Standards 122 (sedans/station wagons) and 307 (light-duty trucks). Price and vehicle comparisons are also available for medium and heavy-duty trucks that meet Federal Vehicle Standards 794 and 807, as well as for buses.

What is AutoChoice?

AutoChoice is an on-line ordering module that allows our customers to choose vehicle models and contract prices for light vehicles and buses. This system allows you to view base prices as well as prices for equipment options. AutoChoice will calculate the prices for the selected vehicles and give you a price summary, including the GSA 1% surcharge. Miles per gallon fuel ratings are also displayed.

Note: You must have authorization from your agency to place an order. Authorization can be established by contacting GSA Automotive.

Who is eligible to use AutoChoice?

Ordering through AutoChoice is limited to federal government executive agencies and other eligible users including law enforcement agencies participating in the 1122 Drug Interdiction Program. Go to <http://www.gsa.gov/eligible2buyvehicles> for a list of agencies and organizations eligible to use GSA as a source of supply.

How do I access AutoChoice?

AutoChoice can be accessed at the following web site: www.autochoice.gsa.gov. From the AutoChoice home page you can access available information by clicking on one of the buttons marked "Compare, Choose, and Order Vehicles" or "Check Status of an Ordered Vehicle."

How do I register to use AutoChoice?

The first time you access AutoChoice you will need to register as a new user. When prompted to type a User Name and Password, click on the link to register in AutoChoice. Fill out the form (blocks marked with an * are required) and click on the "Add" button. Passwords must be 8 digits and alphanumeric.

What is my Agency/Bureau Code?

If you are unsure of your Agency Code and Bureau Code, please contact your purchasing office or your agency's central point of contact for ordering vehicles.

The AutoChoice program includes:

LIGHT-DUTY VEHICLES

- **Dealer Select** – This feature will allow you to choose from a list of participating courtesy delivery dealerships. (Excluding body trucks)
- **Minimum Requirements Tab** – This tab shows GSA's minimum requirements and manufacturer's specifications for each standard item.
- **Other Features Tab** – This tab lists a variety of vehicle model features by manufacturer to assist you in choosing the correct vehicle to meet your needs.
- **OEM Ordering Information Tab** – This tab provides important OEM information regarding ordering issues and equipment options.

LIGHT-DUTY BODY TRUCKS

Light-duty body trucks, which are available from dealers include:

- Utility Service Vehicles
- Stake Bed Trucks
- Dump Trucks

- Cutaway Cab and Chassis
- Multistop Van Trucks
- Panel Van, Maintenance Conversion

ALTERNATIVE FUEL VEHICLES (AFVs)

AutoChoice makes it easy for you to identify what alternative fuel vehicles are available to help you meet legislative requirements. The AFVs are sorted by light vehicles, buses and medium/heavy vehicles.

- Choose flexible fuel, bi-fuel, dedicated fuel or hybrid-electric vehicles (HEV)
- Choose vehicles powered by E85 (Ethanol/unleaded gasoline), CNG (Compressed Natural Gas), CNG2 (Bi-fuel Compressed Natural Gas or Gasoline and LPG (Propane))

Visit our website at: fss.gsa.gov/vehicles/buying for additional information about our AFV program, **DAVE (Drive Alternative Fuel Vehicles Easily)**.

BUSES

You can now find vehicles under our **BARB (Buses All Ready to Buy)** program on AutoChoice, including:

- School and adult passenger
- Shuttle
- Transit
- Coach

MEDIUM/HEAVY VEHICLES

The following types of medium/heavy vehicles under our **STAN (Standardized Trucks Available Now)** program are also available on AutoChoice:

- Cab and Chassis
- Dump Trucks
- Stake Trucks
- Dry Van and Refrigerated Body Trucks
- Truck Tractors
- Maintenance/Line Body Trucks

MARK

The **MARK (Modern Ambulances Ready Kwik)** program offers vehicle configurations for light-duty rescue and extreme duty ambulance usage.

What Happens After You Place Your Order?

After you have placed your order, you will receive an electronic acknowledgement summarizing the order. Please carefully review this acknowledgement for accuracy. If any errors are found, please contact us at: (703) 308-CARS for assistance in correcting your order.

OTHER FEATURES

GSA AutoChoice www.autochoice.gsa.gov **Provides Answers to Frequently Asked Questions (FAQ)** – A complete tutorial that will address your questions in detail.

GSA AutoChoice www.autochoice.gsa.gov **Allows You To Check Requisition/Order Status** – Includes the following:

- When your order has been placed with contractor
- Shipment Date
- Vehicle Identification Number (VIN)
- Delivery Dealer Location



It's Just A Click Away

Visit us on-line at:
fss.gsa.gov/vehicles/buying

Or contact us at:
Customer CARE
(703) 308-CARS

HOW TO ORDER

We receive orders in several ways, but we prefer to receive them through our on-line ordering system, AutoChoice. Ordering electronically expedites your order placement, and immediately provides you with an automatic order receipt acknowledgment. An alternate electronic method is by e-mailing GSA Automotive one of the following accepted file formats: Excel (.xls), Text File (.txt), and Database

File (.dbf). Files may be e-mailed to: electronic.requisition@gsa.gov. The accepted methods for transferring the above file formats are sending the file as an e-mail/cc-mail attachment or sending overnight mail on a compact disc (cd). Please call Customer CARE at (703) 308-CARS for more information about the template for sending in your requisitions via e-mail or overnight mail.

If you cannot submit your order electronically, you may send it by mail or facsimile using either the GSA Form 1781 (Motor Vehicle Requisition) or the Standard Form 344 (Multiuse Standard Requisitioning/Issue System Document). Department of Defense activities may use the DD Form 448, Military Interdepartmental Purchase Requisition (MIPR). Military customers are encouraged to send MIPRs via overnight mail or regular mail. Civilian agencies, using GSA Form 1781, are encouraged to send these requisitions by the same method. Circumstances requiring the use of facsimile should only be for emergency situations. In cases where requisitions are faxed, please call GSA Automotive to confirm receipt of requisitions/MIPRs.

GSA Automotive is in the world of E-business. It is strongly recommended that customers use available electronic methods for transmitting vehicle requirements, such as AutoChoice or file submission (.xls, .txt, .dbf). Call (703) 308-CARS for assistance with electronic ordering.

WHAT HAPPENS TO YOUR REQUISITION?

Whether you choose our web-enabled electronic vehicle requisitioning system (AutoChoice) or other electronic means of transmittal as your method of ordering, the Requisitioner will immediately receive an order acknowledgment that will automatically be sent from our database system via e-mail. This acknowledgment will have a GSA assigned Case#/RPN and the following information, which you need to verify for accuracy:

- 1) Agency Order Number;
- 2) Requisition Number;
- 3) Standard Item Number;
- 4) Quantity;
- 5) Color;
- 6) Unit Price;
- 7) Option Codes; and
- 8) Consignee Delivery Address

It is essential that the agency requisitioning office check the accuracy of the information that you receive on the acknowledgment. You may also login to our web site at www.autochoice.gsa.gov, click on "AutoChoice" and then click on the "Check Status" button to review your status on the day following your requisition being submitted to GSA Automotive. If you find any discrepancies, please bring these to the attention of your GSA point of contact. Should you choose to use the GSA Form 1781 or a DOD MIPR to send in your vehicle requisition, please note that they are reviewed by a GSA buyer, assigned a case number, and entered into a computer system. NOTE: If you send in your order either by GSA Form 1781 or a DoD MIPR, you will not receive an acknowledgment or status form. You can check receipt of your order by calling 703-308-CARS (2277) or by accessing AutoChoice, and click on Order Status.

HOW DO YOU OBTAIN REQUISITION STATUS?

Go to GSA Automotive's web site at www.autochoice.gsa.gov and click on the "AutoChoice" logo in the middle of the page. You will then need to click on "Order Status" and login with your UserName and Password (if you do not have one you will need to create your user profile by clicking on the words "New Users"). The next page presents three ways to search for your vehicle: 1) Case Number; 2) Requisition Number; and 3) Agency Order Number. Enter the appropriate number correctly and click on the "Submit Query" button. Your Order Status will be in the first table and any other information you may need is in the tables below the order status. If GSA does not have a status on your Order, you will see the statement, "no available status at this time."



To: All GSAAutomotive Customers and Contractors

Important Notice Regarding GSA Engineering Review of Vehicle Orders Requiring Special Equipment or Operational Requirements

We have encountered many instances wherein customer agencies have obtained information from vendors for special equipment **not covered by the current GSA specifications/standards or contract**. This information is then included in orders sent to GSA. Without the proper engineering review, this situation may cause problems with contract integrity, and frequently presents safety, reliability, operational, legal or liability issues for your agency as well as GSA.

If you have a need for any special equipment not currently shown in the contract, or for a non-standard specialized vehicle, our Engineering Division will work with you to engineer and design your vehicle, or equipment, and address all your technical concerns or questions. We urge you to contact us **prior to discussing the issue with a contractor, or placing an order with specialized equipment**. We will provide you assistance for:

- Development of customized specifications for any vehicle application.
- Proper selection of the vehicle and options for your specific application.
- Proper vehicle weight distribution and payload ratings.
- Proper selection of engines, transmissions, axles, brakes, frames and electrical systems.
- Addressing safety and vehicle reliability, and life cycle cost issues
- Compliance with Federal Vehicle Safety Standards.

By contacting us in your **early planning stage** for the acquisition of your customized vehicle, GSA Automotive can save you an enormous amount of time and expense. We will greatly simplify the technical aspects of determining your requirements as well as simplify the procurement process.

Sincerely,

Robert Blackstone

Robert Blackstone
Director
GSAAutomotive

U.S. General Services Administration
1941 Jefferson Davis Highway
Arlington, VA 22202-4502
www.gsa.gov

MOTOR VEHICLE REQUISITION

(INSTRUCTIONS ON BACK)

GSA USE ONLY

1. FEDSTRIP/MILSTRIP (To be completed by requisitioner)

Requisition Number

Doc. ID.	Routing ID.	M & S	Fed Stock Code	NIIN	Additional	Quantity	Requisitionor	Date	Serial No.	Supplementary Address	S I G	Fun	bution	distri-	Project
1-3	4-6	7	8-11	12-20	21-22	25-29	30-35	36-39	40-43	45-50	51	52-53	54-56	57-59	60-61
AOD	GWO														

2. AGENCY ORDER NO.

3. COLOR(S) DESIRED

6. REQUISITIONER (Name and address, including ZIP Code)

4. FEDERAL STANDARD UNITS

- a. Indicate with "X" in column (1), the Federal Standard applicable to the vehicle being requisitioned. In column (2), show the "alpha" character for the standard used.

(1) STANDARD	(2)	VEHICLES
122		Sedans and station wagons
307		Light trucks 4 x 2 and 4 x 4
794		Medium trucks 4 x 2 and 4 x 4
807		Heavy trucks 6 x 4 and 6 x 6

- b. Select the desired items and options (if required) from the Federal Standard, marked above, and show the complete standard item number and standard option code designation (as required).

STD. ITEM NO.

OPTION CODES

- ☐ MARK HERE IF ADDITIONAL REQUIREMENTS FOR STANDARD VEHICLE(S) ARE ATTACHED.

- ☐ MARK HERE IF NON-STANDARD VEHICLE.
(See instructions on the back for ordering non-standard items.)

REQUISITIONER E-MAIL ADDRESS OR FAX NUMBER

CONSIGNEE E-MAIL ADDRESS OR FAX NUMBER

5. REMARKS

7. VEHICLE DELIVERY ADDRESS (if different than Item 8)

CONTACT

TELEPHONE NO.

8. CONSIGNEE MAILING ADDRESS

9. ESTIMATED COST

a. UNIT COST

b. TOTAL COST

\$

\$

10. REQUISITIONING OFFICER

a. NAME AND TITLE

b. TELEPHONE NUMBER (Include area code)

c. SIGNATURE

d. DATE

A fair opportunity to compete in accordance with Federal Acquisition Regulation 48 C.F.R. 16.505 (a) and (b) and the ordering procedures in the contract was provided to all contractors for this requirement.

Authorized Signature _____

☐ Continued on back

GENERAL SERVICES ADMINISTRATION

GSA FORM 1781 (REV.07-02)

INSTRUCTIONS

ONLY use this form for ordering delivery to ONE consignee, any quantity of ONE item number.

General. This form should be used by Federal agencies for ordering standard type vehicles under Federal Standard Numbers

- 122 - Sedans and station wagons
- 307 - Light trucks 4 x 2 and 4 x 4
- 794 - Medium trucks 4 x 2 and 4 x 4
- 807 - Heavy trucks 6 x 4 and 6 x 6

and non-standard types under applicable Federal Specification. The use of this form for ordering standard vehicles eliminates the need to prepare lengthy purchase descriptions. The form may be used as the requisitioner's own purchase or requisition. Only one identical type (item number), for delivery to one consignee, may be listed on one form. Submit the original and one copy of the completed form to:

General Services Administration
Federal Supply Service
Automotive Division (FFA)
Washington, DC 20406

SPECIFIC ITEMS. Items not listed are self-explanatory.

Item

- 1 Enter FEDSTRIP/MILSTRIP data in accordance with instructions contained in FPMR 101-26, and as shown in the chart at the bottom of these instructions.
- 3 Indicate the color(s) desired. If the manufacturer's standard color is acceptable, insert "Mfg. Std.."

Item

- 4 Col. (b) – Select the desired item and standard option(s) (if not already included in the item) from the applicable Federal Standard and insert the complete standard option code in the space provided.

Example: STANDARD
ITEM NO.

9C

OPTION
CODE

E2 RCT CR

- 4 c Non-standard vehicles and options (those not reflected in Federal Standards 122, 307, 794 and 807 should be ordered on this form. Mark "X" in the box provided for this item; also; the requisitioner SHALL furnish a complete description and specify the appropriate vehicle specifications or operations required, not included in the Federal Standard on a separate sheet of paper attached to this form.

FEDSTRIP DATA	COLUMNS	DESCRIPTION
DOCUMENT IDENTIFIER	1-3	Identifies type of requisition. Preprinted AOD.
ROUTING IDENTIFIER	4-6	Identifies source to which requisition is submitted. Preprinted GWO.
MEDIA AND STATUS	7	Reflects the appropriate code indicating the type of status required and the activity to receive the status.
STOCK NUMBER	8-22	Indicates the stock or part number of the item required. Requisitioners shall not complete the FEDSTRIP data field for vehicle requisitions.
QUANTITY	25-29	Reflects the quantity being requisitioned. The field shall be completely filled in by in by preceding significant digits with numeric zeros.
REQUISITIONER	30-35	Identifiers the requisitioner. Insert the FEDSTRIP activity address code assigned to the requisitioner.
DATE	36-39	Identifies requisition date expressed as Julian calendar date.
SERIAL NUMBER	40-43	Reflects the serial number of the requisition. The number is assigned at the discretion of the requisitioner.
SUPPLEMENTARY ADDRESS	45-50	When delivery of billing is to be made to other than the requisitioner activity as directed by the signal code, the FEDSTRIP activity address code is entered.
SIGNAL	51	Reflects the appropriate code to identify the elements on the requisition that represents ship to or bill to activity.
FUND	52-53	Reflects the appropriate code as directed by activity.
DISTRIBUTION	54-56	Reflects the appropriate code as directed by activity.
PROJECT	57-59	Reflects the appropriate code as directed by activity.
PRIORITY	60-61	Reflects the appropriate code as directed by activity.
CONTINUED REMARKS (Block 5)		

MOTOR VEHICLE REQUISITION FORM CHECKLIST

BEFORE SEALING YOUR ENVELOPE TO SEND IN YOUR REQUIREMENTS, PLEASE REMEMBER TO CHECK THE FOLLOWING:

- ☐ **BLOCK 1.** APPROPRIATE FEDSTRIP/MILSTRIP DATA
- ☐ **BLOCK 2.** AGENCY ORDER NUMBER
- ☐ **BLOCK 3.** PREFERRED COLOR(S) OF VEHICLE(S)
- ☐ **BLOCK 4.** FEDERAL STANDARD UNITS
 - ☐ A. STANDARD NUMBER 122, 307, 794, 807
 - ☐ B. STANDARD ITEM NUMBER
 - LIST REQUIRED OPTION CODE(S)
 - CONTACT FOR SPECIFICATION MATTERS
 - COMMERCIAL TELEPHONE NUMBER
 - (If available include a FAX number and e-mail address)
- ☐ **BLOCK 5.** ANY PERTINENT REMARKS
- ☐ **BLOCK 6.** REQUISITIONER (Name and address to include the ZIP code as well as e-mail address, or fax number if e-mail is not available)
- ☐ **BLOCK 7.** VEHICLE DELIVERY ADDRESS (if different than information in block 8)
- ☐ **BLOCK 8.** CONSIGNEE MAILING ADDRESS (name and address to include the ZIP code as well as e-mail address, or fax number if e-mail is not available)
- ☐ **BLOCK 9.** ESTIMATED COST
 - ☐ A. UNIT COST
 - ☐ B. TOTAL COST
- ☐ **BLOCK 10.** REQUISITIONING OFFICER
 - ☐ A. NAME AND TITLE
 - ☐ B. TELEPHONE NUMBER (Commercial) (If available include a FAX number and an e-mail address)
 - ☐ C. SIGNATURE
 - ☐ D. DATE

CONTRACT COVERAGE FOR MOTOR VEHICLE REQUIREMENTS

GSA has contract coverage between October through April of each year for sedans, light trucks, and Alternative Fuel Vehicles (AFVs). All agencies should submit their orders as early as possible to ensure availability of selected vehicles. Traditionally, production cut offs of most vehicle types usually begin in early February. Contract coverage is continually available for medium and heavy vehicles.



PLEASE NOTE - SPECIAL ORDERING INSTRUCTIONS:

In accordance with FAR 16.505 (a) and (b), each ordering agency must compare prices for each and every contractor that can meet the minimum order requirements when selecting the vehicle(s) which will meet their agency's mission. Ordering agencies must also document the contract file with the rationale for placement and price of each order. The following should be considered when determining the best value when ordering light trucks, medium and heavy trucks, and passenger cars:

- | | | |
|-----------------|--------------------------------|---------------------|
| 1) Price | 2) Optional Equipment | 3) Delivery Time |
| 4) Fuel Economy | 5) Life Cycle Cost | 6) Past Performance |
| | 7) Dealer Maintenance Location | |

Each order submitted to GSA for order placement must provide a statement affirming that all contractors were provided a fair opportunity to compete in accordance with FAR 16.505(b).

1) AUTOMOBILES – SEDANS AND STATION WAGONS, GASOLINE AND ALTERNATIVE FUEL

Sedan and station wagon items are located in Federal Vehicle Standard 122 (blue pages). This standard provides for the selection of gasoline and alternative fuel powered vehicles, including police-type automobiles. Each table includes the Standard Item Numbers, which represent the available selections for each type of sedan and station wagon. Also, listed under each table are the additional available optional "systems and equipment" components, with the corresponding GSA assigned option codes.

2) LIGHT TRUCKS - Light Trucks are located in Federal Vehicle Standard 307 (Green Pages). This Standard includes gasoline, diesel, and alternative fuel powered Light Trucks; both 4x2 and 4x4. Each table includes the Standard Item Numbers which represent the available selection(s) for each type of Light Truck. Also, listed under each table are the additional available optional "systems and equipment" components, with the corresponding GSA assigned option codes.


Cab & Chassis with added vocational bodies

Included in the program are Standard Item Numbers 82, 84,

84B, 87, and 89 for 4x2 and 4x4 with standard cab, and Standard Item Numbers 142, 144, 147, and 149 for 4x2 and 4x4 with crew cab. These vehicle types are representative samples of various Cab and Chassis with added vocational bodies. All available vehicle types are indicated in the Federal Vehicle Standard beginning with Table 18. Depending on the item number, shipment is required 150 to 210 days after receipt of order.

REMEMBER: For Light Truck orders, if option Code CNS (consignee delivery) is not indicated in the option code block on your order, dealer delivery will be made.

If you have any contracting questions regarding Sedans, Station Wagons or Light Truck orders, or you need any assistance with your order, you may contact:

 Light Vehicles Procurement Division
(703) 308-4576

If you have any engineering or technical questions regarding Sedans, Station Wagons or Light Truck you may contact: Engineering Division (703) 305-6652

3) MEDIUM AND HEAVY TRUCKS - Medium Trucks, 21,000 to 35,000 pounds GVWR (4X2 and 4X4) are located in Federal Vehicle Standard 794 (Pink Colored Pages). This standard includes the following trucks: cab and chassis; truck tractor; stake; dump; maintenance; dry vans; and refrigerated vans. A listing of available options for each vehicle is included.

Heavy Trucks, 43,000 pounds and above GVWR (6X4 and 6X6) are located in Federal Vehicle Standard 807 (Buff Colored Pages). This standard includes the following trucks: cab and chassis; truck tractor; stake, and dump. A listing of available options for each vehicle is included.

Many of these trucks are available under the **STAN** Program (**Standard Trucks Available Now**). However, if using a **STAN** truck cannot satisfy your requirements, contact:



Medium and Heavy Vehicles Procurement Division
(703) 308-4170, or Engineering Division
(703) 308-1814

4) FOR MORE SPECIALIZED REQUIREMENTS ON NON-STANDARD VEHICLES or engineering assistance with your purchase descriptions or technical inquiries, contact GSA Automotive at (703) 308-CARS as soon as you become aware of your needs. We will have an engineer contact you, and you will save your agency time, effort, and money.

Note: There is a 5% surcharge in lieu of the standard 1% for the development of specialized requirements. This increased surcharge applies to the first production unit only.

5) DO YOU HAVE AN URGENT REQUIREMENT?

Express Desk

GSA Automotive also offers an Express Desk to handle requirements that are needed on an “Unusual and Compelling Urgency” basis (in accordance with FAR 6.302(c)(2)). In these cases, a justification for other than full and open competition must be provided with your requisition.

If you have any questions regarding Express Desk orders or you need any assistance with your order, you may contact:



Light Vehicles Procurement Division
(703) 308-4576

NOTE: There is a 5% surcharge in lieu of the standard 1% surcharge for the use of the Express Desk.

Waivers

Under unique circumstances, which meet the criteria set forth under FPMR 101-26.501-1(b)(c), it may be advantageous for an agency to effect its own procurement. GSA will grant waivers of procurement authority on a case-by-

case basis in accordance with FPMR 101-26.501-1(b)(c). Waiver requests should be submitted in writing to General Services Administration, GSA Automotive, Washington, DC 20406.

6) DO YOU WANT TO LEASE A VEHICLE?

GSA Fleet provides a full range of vehicles for long-term lease. For information, contact the nearest Fleet Management Center, or GSA Fleet (FFF), Office of Vehicle Acquisition and Leasing Services, Washington, DC 20406. A listing of Fleet Management Centers is available on their website: fss.gsa.gov/vehicles/leasing.



GSA FLEET (703) 605-5630

Commercial leasing is also available from GSA Automotive under Federal Supply Schedule 751 – Commercial Leasing of Automobiles and Light Trucks.

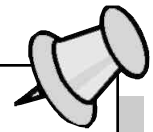
NOTE: *This leasing schedule is a separate program from the GSA Fleet leasing program.*

PROGRAM OVERVIEW

In addition TO THE vehicles covered by the Federal Vehicle Standards 122, 307, 794, and 807, GSA Automotive also provides the following vehicles and services:

PROGRAM	WHAT'S AVAILABLE
Aerial Lift Vehicles (SADI – Standard Aerial Devices and diggers/derricks Immediately available) Schedule 23 V*	General Purpose and Material Handling (55 & 70 ft. working height) Curbside Corner Mount Digger/Derrick Center Mount Digger/Derrick Rear Mount Digger/Derrick Cable Placers
Alternative Fuel Vehicles (DAVE – Drive Alternative fuel Vehicles Easily)	Sedans, Pick-up Trucks, Medium Duty Delivery Trucks, Vans (passenger and cargo), Buses & Specialty Vehicles available as flexible fuel, bi-fuel, and dedicated. Fuel types: compressed natural gas (CNG), bi-fuel compressed natural gas or gasoline (CNG2), hybrid electric (HEV), propane (LPG), liquified propane gas or gasoline (LPG2), ethanol (E85), and liquified natural gas (LNG)
Ambulances (MARK – Modern Ambulances Ready Kwik)	Light Duty Rescue and Extreme Duty Ambulances: Cab/chassis with modular body Van with raised roof Van cutaway w/modular body
Bodies Schedule 23 V*	Vehicular Insert Dump Bodies Boring Machine Truck Mounting Electric ARC Welding Equipment Stake Bodies Service and Line Bodies Wrecker Bodies
Buses (BARB – Buses All Ready to Buy)	Cutaway (12-20 adults) Stripped Chassis (14-28 adults) Conventional (28-44 adults) Forward Control, Front Engine (21-52 adult passengers) Forward Control, Rear Engine (29-48 adult passengers)
Commercial Leasing of Sedans and Light Trucks Schedule 751***	Sedans, Sport Utility Vehicles, Vans, and Light Trucks
Construction, Snow, & Highway Maintenance Equipment Schedule 23 V*	Construction Equipment, Road Clearing and Cleaning Equipment, Snow Maintenance Equipment, Spare Parts, Street Repair & Misc. Construction, Winches and Cranes, and Woodchippers & Shredders (Several items also available for lease)

PROGRAM	WHAT'S AVAILABLE
Construction, Snow, & Highway Maintenance Equipment Attachments Schedule 23 V*	Construction Equipment Attachments, Coupler Systems, Snow Maintenance Attachments, and Truck and Tractor Mounted Attachments
Equipment and Accessories Schedule 23 V*	Mirrors, Bed Liners, Mud Flaps, Tarps and Cargo Covers, Security Systems, Tool Boxes, Electric Vehicular Lights, Emergency Signals, Vehicle Barriers & Shields for Law Enforcement, Truck Mounted Hoists, Tow Hooks and Trailer Towing Packages, and much more
Firetrucks (ALF – A Lotta Firetrucks) Schedule 23 V*	Aerial/Ladders and/or Platform Aircraft, Rescue & Fire Fighting Crash Trucks, Brush/Wildlands Command Centers, Pumpers, Tankers and Pumper/Tankers, and Rescue/Hazmats Fire Fighting Trailers
Medium/Heavy Trucks (STAN – Standardized Trucks Available Now) Schedule 23 V*	Basic Cab and Chassis Truck Tractor Dump Stake Maintenance Utility Van Refrigerated Van
Steel Storage Shelves Schedule 23 V*	Shelves for Automotive Parts (free-standing racks, some adjustable)
Tankers (NATE – Now Available Tankers and Equipment)	Aircraft Refuelers Petroleum/Oil Tankers Water Tankers Construction Tankers Fuel Lube & Servicing Tankers
Tires (TIM – Tires In Multiple) Schedule 26 I**	New Tires for Passenger Vehicles, Light/Medium Trucks & Buses, and Retreading Services
Trailers (CATHY – Commercially Available Trailers Here for You)	Van Type, Enclosed Concession, & Mobile Sound Shell Stage Schedule 23 V* Goose Neck Low Boy Trailers Refrigerated Trailers Flat Bed Trailers Van Trailers Van Semi Trailers available as Dry or Refrigerated Single or Tandem Axle Various sizes and options
Trash & Recycling Equipment (TRACY – Trash collection and Recycling equipment Available Commercially for You) Schedule 23 V*	Front/Top/Rear Load Trash Trucks Liquid Waste/Vacuum Trash Trucks Sludge Spreading Soil Remediation Trailers Arm and Chain Lift Roll On, Roll Off Trailer Recycling Trucks & Trailers
Wreckers and Rollbacks (WARRAN – Wreckers And Rollbacks Readily Available Now)	Wreckers (4,300 to 80,000 lb. Tow capacity) and Rollbacks (4,000 to 30,000 lb. tow capacity)



PROGRAM OVERVIEW - Federal Supply Schedules

- * **Vehicular Multiple Award Schedule (VMAS) 23 V**
– which includes: construction and highway maintenance equipment and attachments, fire trucks, waste disposal/recycling vehicles, trailers, aerial lifts, vehicle accessories, and medium and heavy trucks.
- ** Federal Supply Schedule 26 I Tires
- *** Federal Supply Schedule 751 – Leasing of Sedans and Light Trucks

Benefits of using Federal Supply Schedules:

- Cost Savings
- Blanket Purchase Agreements
- Reduced procurement lead time
- No order limitation
- Continuous competition
- Volume discount pricing
- Online information (Schedules E-Library, GSA Advantage) E Library GSA Advantage

FEDERAL STANDARDS VEHICLES AVAILABLE WITH ALTERNATIVE FUELS

Federal Standard	Vehicle Configuration	Fuel Type	Item Number	Manufacturer	Remarks
122	Sedan, Subcompact	CNG	8C	Honda	Civic
122	Sedan, Subcompact	CNG2	8C	GM	Cavalier
122	Sedan, Subcompact	HEV	8H	Toyota (Dealer)	Prius
122	Sedan, Subcompact	HEV	8H	Honda	Civic
122	Sedan, Compact	E85	9D	DaimlerChrysler	Stratus
122	Sedan, Midsize	E85	10B	Ford	Taurus
122	Sedan, Large	CNG	11B	Ford	Crown Vic
122	Station Wagon, Midsize	E85	14C	Ford	Taurus
122	Sedan, Police	CNG	17A	Ford	Crown Vic
307	Wagon Van, Full Size	CNG	22 & 24	Ford & GM**	W/ L6 only (G)
307	Wagon Van, Full Size	CNG2	22 & 24	GM**	
307	Cargo Van, Full Size	CNG	32 & 34	Ford, & GM**	
307	Cargo Van, Full Size	CNG2	32 & 34	GM**	
307	Pickup, Full Size, Regular Cab	CNG	42	Ford & GM**	
307	Pickup, Full Size, Regular Cab	CNG	47	GM**	
307	Pickup, Full Size, Regular Cab	E85 FFV	41 & 46	GM* & DCX	
307	Pickup, Full Size, Extended Cab	E85 FFV	41C & 46C	GM* & DCX	
307	Pickup, Full Size, Extended Cab	HEV	41H & 46H	GM*	
307	Pickup, Full Size, Regular Cab	CNG2	42 & 47	Ford & GM**	
307	Pickup, Full Size, Extended Cab	CNG2	42C & 47C	Ford & GM**	
307	Pickup, Full Size, Regular Cab	LPG2	42 & 47	Ford	
307	Pickup, Full Size, Extended Cab	LPG2	42C & 47C	Ford	
307	Pickup, Full Size, Crew Cab	CNG	57	GM**	
307	Pickup, Full Size, Crew Cab	CNG2	57	GM**	
307	Pickup, Compact, Crew Cab	E85 FFV	61E & 67E	Ford	
307	Cab & Chassis, Full Size, Regular Cab	CNG	74 & 77	GM**	
307	Cab & Chassis, Full Size, Regular Cab	CNG2	74 & 77	GM**	
307	Cab & Chassis, Full Size, Crew Cab	CNG2	77E	GM**	
307	Utility Service, Regular Cab	CNG	83 & 87	GM**	
307	Utility Service, Regular Cab	CNG2	83 & 87	GM**	
307	Cutaway Cab & Chassis	CNG	92, 94, 94A	GM**	
307	Cutaway Cab & Chassis	CNG	94B & 94D	Ford	
307	Cutaway Cab & Chassis	CNG2	92, 94, 94A	GM**	
307	Sport Utility, 4 Door	E85 FFV	100B & 100C, 101 & 101C, 105B & 105C, 106 & 106C	GM*	
307	Sport Utility, Compact	E85 FFV	100A & 105A	Ford	
307	Stake Bed, Regular Cab	CNG	123	GM**	
307	Stake Bed, Regular Cab	CNG2	123	GM**	
307	Stake Bed, Crew Cab	CNG	146	GM**	
307	Panel Van Maintenance Conversion	CNG & CNG2	162	GM**	
794	All Item Numbers	CNG	Freightliner		
794	All Item Numbers	LPG		GMC	
807	Chassis, truck w/cab	CNG	All Item Numbers	Freightliner	*Through 300 HP
807	Chassis, truck w/cab	CNG	612 A & B	Freightliner	Through 300 HP
807	Chassis, truck w/cab	CNG	613 A & B	Freightliner	Through 300 HP
807	Chassis, truck w/cab	CNG	614	Freightliner	Through 300 HP
807	Chassis, truck w/cab	CNG	813 A & B	Freightliner	Through 300 HP
807	Chassis, truck w/cab	CNG	814	Freightliner	Through 300 HP
807	Truck, Tractor w/cab	CNG	622 A & B	Freightliner	Through 300 HP
807	Truck, Tractor w/cab	CNG	623 A & B	Freightliner	Through 300 HP
807	Truck, Tractor w/cab	CNG	624	Freightliner	Through 300 HP
807	Truck, Tractor w/cab	CNG	823 A & B	Freightliner	Through 300 HP

Federal Standard	Vehicle Configuration	Fuel Type	Item Number	Manufacturer	Remarks
807	Truck, Tractor w/cab	CNG	824A	Freightliner	Through 300 HP
807	Truck, Stake w/cab	CNG	632 A & B	Freightliner	Through 300 HP
807	Truck, Stake w/cab	CNG	633 A & B	Freightliner	Through 300 HP
807	Truck, Stake w/cab	CNG	833 A & B	Freightliner	Through 300 HP
807	Truck, Dump w/cab	CNG	643 A & B	Freightliner	Through 300 HP
807	Truck, Dump w/cab	CNG	644	Freightliner	Through 300 HP
807	Truck, Dump w/cab	CNG	843 A & B	Freightliner	Through 300 HP
807	Truck, Dump w/cab	CNG	844	Freightliner	Through 300 HP
807	Chassis, truck w/cab	LNGD	612	Freightliner	350 H.P. and Above
807	Chassis, truck w/cab	LNGD	614	Freightliner	350 H.P. and Above
807	Chassis, truck w/cab	LNGD	615	Freightliner	350 H.P. and Above
807	Chassis, truck w/cab	LNGD	814	Freightliner	350 H.P. and Above
807	Chassis, truck w/cab	LNGD	815	Freightliner	350 H.P. and Above
807	Truck, Tractor w/cab	LNGD	624	Freightliner	350 H.P. and Above
807	Truck, Tractor w/cab	LNGD	625	Freightliner	350 H.P. and Above
807	Truck, Tractor w/cab	LNGD	824	Freightliner	350 H.P. and Above
807	Truck, Tractor w/cab	LNGD	825	Freightliner	350 H.P. and Above
807	Truck, Dump w/cab	LNGD	644	Freightliner	350 H.P. and Above
807	Truck, Dump w/cab	LNGD	645	Freightliner	350 H.P. and Above
807	Truck, Dump w/cab	LNGD	844	Freightliner	350 H.P. and Above
807	Truck, Dump w/cab	LNGD	845	Freightliner	350 H.P. and Above
807	Chassis, Truck w/cab	LNG	G13A&B	Mack	COE only, minimum quantity applies
807	Truck, Tractor w/cab	LNG	G23B	Mack	COE only, minimum quantity applies

* Available with 5.3L V8 Engine Federal Emissions Only (N/A in CA,NY, MA,ME, & VT)

** Available with 6.0L V8 Engine Only

ORDERING NOTE: HEV items do not meet EPAC requirements

FUEL TYPES

CNG = dedicated compressed natural gas only

CNG2 = bi-fuel – compressed natural gas or gasoline

E85 FFV = flexible fuel ratio ranging from a maximum of 85% ethanol and 15% gasoline to 100% gasoline

HEV = Hybrid Electrical Vehicle

LPG = dedicated liquefied petroleum gas (propane)

LPG2 = bi-fuel – LPG or gasoline

STEERING YOU IN THE RIGHT DIRECTION

GSA Automotive strives to provide a wide range of vehicles to meet all of your requirements. Please take a few minutes to review our list of vehicles and services. Check the appropriate box(es) for which you would like information, complete this form, and mail it to:

General Services Administration

Office of Vehicle Acquisition and Leasing Services
GSAAutomotive
6th Floor, Room 604
1941 Jefferson Davis Highway,
Arlington, VA 22202-4502
or Fax to: **703-305-3034**

QUESTIONS?

Call Customer CARE and
Marketing at: **703-308-CARS**



- | | |
|--|---|
| <input type="checkbox"/> Aerial Lift Vehicles (SADI), Schedule 23 V | <input type="checkbox"/> Non-Standard & Customized Vehicles |
| <input type="checkbox"/> Alternative Fuel Vehicles (DAVE) | <input type="checkbox"/> Sedans and Station Wagons |
| <input type="checkbox"/> Ambulances (MARK) | <input type="checkbox"/> Vehicular Accessories, Schedule 23 V |
| <input type="checkbox"/> Bodies (for trucks), Schedule 23 V | <input type="checkbox"/> Tankers (NATE) |
| <input type="checkbox"/> Buses (BARB) | <input type="checkbox"/> Tires (TIM), Schedule 26 I |
| <input type="checkbox"/> Commercial Leasing, Schedule 751 | <input type="checkbox"/> Trailers (CATHY) (Goose Neck Low Body, Flat Bed, Van-type, Enclosed Concession & Mobile Sound Shell), Schedule 23 V |
| <input type="checkbox"/> Construction and Highway Maintenance Equipment & Attachments, Schedule 23 V | <input type="checkbox"/> Trash and Recycling Equipment (TRACY), Schedule 23 V |
| <input type="checkbox"/> Engineering Services | <input type="checkbox"/> Trucks (light duty) |
| <input type="checkbox"/> Equipment and Accessories, Schedule 23 V | <input type="checkbox"/> Trucks (medium & heavy – STAN) |
| <input type="checkbox"/> Express Desk | <input type="checkbox"/> Wreckers & Rollbacks (WARRAN) |
| <input type="checkbox"/> Federal Vehicle Standards | |
| <input type="checkbox"/> Firetrucks (ALF), Schedule 23 V | |

Please complete the following:

Name _____

Agency _____

Address _____

Telephone/Fax # _____

E-Mail Address _____

Visit GSA's Schedules E-Library at fss.gsa.gov/elibrary
Visit our web site at fss.gsa.gov/vehicles/buying



General Services Administration
Office of Vehicle Acquisition
and Leasing Services
Automotive Division
6th Floor, Room 604
1941 Jefferson Davis Highway
Arlington, VA 22202-4502

Address Corrections Requested

Official Business
Penalty for Private Use \$300

U.S. General Services Administration
Federal Supply Service
Office of Vehicle Acquisition
and Leasing Services
Automotive Division
Washington, D.C. 20406

NO POSTAGE
NECESSARY
IF MAILED IN THE
UNITED STATES



NEW VEHICLE GUIDE

This New Vehicle Guide provides information to Federal Government fleet managers on delivery, acceptance, warranty, and recall of motor vehicles. For further assistance, the addresses and telephone numbers of the major vehicle manufacturers' offices are included in this Guide.

The Government's annual new vehicle purchases represent a large capital investment. Fleet managers are responsible for protecting this investment by ensuring they receive the exact vehicle ordered by GSA Automotive, and the manufacturer or carrier corrects any loss or damage incurred in transit. Once vehicles are accepted, the utilization of warranty and recall programs must be maximized to reduce expenditures to the Government. Use of this Guide will assist in accomplishing these goals.

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21	Motor Vehicle Acceptance Predelivery Inspection and Servicing, Consignee's Delivery Inspection, Correction of Transit Damage, Order Compliance Inspection, Quality and Workmanship Deficiencies, Quality Deficiency Report, Receiving Report
23	Warranty Coverage, Emission Control System, Domestic Warranty, Foreign Warranty, Warranty Extensions, Warranty Exclusions, Post Warranty Adjustments, Additional Warranty Information
26	Recall
26	Manufacturer's Service Assistance Offices

DELIVERY METHODS

There are various ways a vehicle may be delivered to the consignee; however, the standard method for passenger automobiles and light trucks (pickups, cargo and passenger vans, and SUVs) is dealer delivery (wheels off ground to the dealer). Forms of delivery and delivery terms are described briefly below.

Vehicles are delivered with the GSA contract and order numbers on the window sticker. The contract and order numbers found on the vehicle must match those found on your Motor Vehicle Delivery Order.

COMMERCIAL DRIVEAWAY

Commercial driveaway permits the vehicle to be driven from the shipping point to the destination. The vehicle shall not be driven more than 50 miles on its own wheels. The contract will state if commercial driveaway is an acceptable method of delivery.

WHEELS-OFF-GROUND DELIVERY

Wheels-off-ground delivery is required. This delivery method ensures that all wheels of transported vehicles are off the ground at all times while in transit from the point of final assembly (vehicle completed as specified) to the destination. If vehicles are shipped by rail, the wheels-off-ground delivery method is required to a geographical point not more than 60 road miles from the specified destination. In this situation other modes of conveyance may be used to transport the vehicle(s) from the rail drop-off point to the destination. The road mileage between geographical points shall be as stated in the current "Household Goods Carriers' Bureau Mileage Guide," or "Rand McNally Road Atlas." This method will probably increase delivery time and cost and must be identified in the contract and delivery order.

NOTE: The contractor is responsible for unloading the vehicle at the destination. The vehicle may only be accepted wheels-on-ground.

DELIVERY BY THE MANUFACTURER

FOB Destination

Dealer Delivery

For this method of delivery, all vehicles are the responsibility of the contractor/manufacturer until inspected, accepted, and transferred to the Government.

The following applies to destinations within the continental United States; Anchorage and Fairbanks, Alaska; Honolulu, Hawaii; and Hato Rey, Puerto Rico.

Unless direct vehicle delivery (CNS) is indicated on the Motor Vehicle Delivery Order, vehicles will be delivered through the manufacturer's closest dealer to the city & state specified on the Motor Vehicle Delivery Order (MVDO).

The manufacturer/contractor is responsible for transporting vehicles to the dealer.

The dealer receives the vehicle and is required to inspect it for transit damage and loss and to correct any deficiency. The dealer performs Predelivery servicing including any necessary lubricating, adjustments, appearance cleaning, and other make-ready preparations for the operation of the vehicle.

When these operations are completed, the dealer will contact the person/consignee indicated on the Motor Vehicle Delivery Order and make final arrangements for consignee inspection and pick up of the vehicle at the dealership. The vehicle must be picked up within 5 days after the Government agency is notified. The dealer shall not affix any dealer identification items to the vehicle such as decals, plates, logos, or other advertising material.

DIRECT CONSIGNEE DELIVERY

Under this type of delivery, the contractor is responsible for delivering the vehicle directly to a Government facility, or when specified, a facility for which the government has a contractual arrangement to accept delivery on behalf of the Government. Option code "CNS" will appear on the Motor Vehicle Delivery Order. The contractor performs the final predelivery inspection and servicing at either the contractor's plant or an authorized dealership at or near the designated origin. Following this predelivery servicing, vehicles will be shipped to the consignee with easily lost or damaged items (e.g., wheel covers, antennas) stowed inside the vehicle. Protective mats and covers shall be in place.

Vehicles must be accepted wheels-on-ground. The contractor is responsible for making any necessary arrangements to unload vehicles and for any associated costs. Medium and heavy trucks are handled by direct delivery and do not require the use of code CNS.

DELIVERY BY U.S. GOVERNMENT BILL OF LADING (GBL) FOB ORIGIN

Under this type of delivery, the Government assumes ownership of the vehicle at the manufacturer's plant, and prepares a U.S. Government Bill of Lading (GBL), Standard Form 1103, which authorizes a carrier to move the vehicle from the manufacturer's plant to the consignee. The contractor mails a blue copy of the GBL directly to the consignee signifying that the vehicle is in the process of delivery. Once the carrier takes possession of the vehicle, the carrier is responsible to the Government for safeguarding it until accepted by the consignee. The carrier is not to collect any delivery charges from the consignee.

NOTE: The consignee shall carefully inspect the vehicle when the carrier delivers the vehicle. If damage, abuse, or equipment is missing, a detailed notation must be made on all copies of the carrier's delivery receipt, and the carrier's driver must sign the notation on each copy. In the event the carrier should refuse to acknowledge the notations, the consignee must refuse to accept the vehicle and notify GSA.

Under the GBL procedure, the consignee does not sign the

original GBL. Instead, the carrier's driver signs, certifying delivery of the vehicle and its condition at destination; therefore, the notation and signature requirement noted above are extremely important.

If a damaged vehicle is received, the consignee should arrange for prompt repair of the vehicle through the delivering carrier. Since the vehicle manufacturer has no responsibility for transit damage in this type of delivery, it is not necessary that the manufacturer's dealer perform body repairs. However, if the damage involves mechanical repairs, such as engine or running gear, repairs must be performed by the manufacturer's dealer to preclude possible voiding of the warranty.

As soon as possible, but no later than 30 days from the receipt of the damaged vehicle, the consignee shall file a written report with the GSA office that directed the shipment and with the billing office as indicated in the "Bill charges to" space on the GBL. Standard Form 361, Transportation Discrepancy Report, is recommended for this purpose. However, if the total cost of the damage, repairs, or replacement, including unearned freight charges, is \$50 or less, it is suggested that the consignee absorb such loss, unless the discrepancy reflects a pattern of negligence by a carrier.

AUTHORIZED DELIVERY HOURS (CONSIGNEE DELIVERY)

All vehicles delivered to the consignees by a highway carrier are required by contract provisions to be delivered between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday, except Federal holidays. These delivery times are specified so that you may properly inspect and document any transit damage or loss. Any attempt by the carrier to deliver vehicles before or after these hours should be refused unless arrangements have been made for an authorized, qualified personnel to be available to perform inspections and to accept the delivery. If the carrier is required to return during the specified hours, the Government is not liable, nor is the receiving agency authorized to pay for the return.



MOTOR VEHICLE ACCEPTANCE

The vehicle(s) and the additional equipment furnished under contract shall be the manufacturer's current production. Vehicle(s) shall be complete with all the specified and necessary operating components and accessories customarily furnished to the general public with such modification and attachments as may be necessary or specified to enable the vehicle to function reliably and efficiently in sustained operation.

The vehicle(s) shall be furnished with the equipment, systems, and accessories as specified by GSA Automotive vehicle descriptions and codes utilized in the current publication of "Federal Vehicle Standards." Optional and stan-

dard equipment ordered shall be installed and ready for use, unless otherwise specified.

PREDELIVERY INSPECTION AND SERVICING

Depending on the purchase arrangements, the contractor shall perform final predelivery inspection at his plant or at an authorized dealership. Vehicles for consignees located in the 50 States, and sometimes Puerto Rico, may be delivered through the manufacturer's authorized dealer closest to the consignee (dealer delivery). Under this arrangement, the inspection shall include predelivery servicing, lubricating, adjustments, appearance cleaning, and make-ready to use and operate the vehicle and the furnished contracted equipment. This servicing shall be performed in accordance with the equipment and vehicle manufacturer's prescribed form. Servicing shall comply with the ambient temperatures and conditions applicable with the route of transport and the consignee's ultimate destination and area of operation. Vehicles delivered direct to the consignee receive predelivery service at the contractor's plant and may be shipped with easily lost or damaged items inside the vehicles, with shipping and protective mats in place, and without external appearance cleaning. When direct consignee delivery is specified (CNS), the fuel tank shall be filled with a minimum of 3 gallons of fuel. Dealer delivery is standard. Vehicles delivered to the dealer shall have the fuel tank filled to at least the half-full mark on the fuel gauge for passenger vehicles and to the quarter mark on light truck vehicles.

CONSIGNEE'S DELIVERY INSPECTION

The vehicle should be visually examined to determine compliance with the contract requirements. The vehicle must be checked for transportation damage and any loss (such as missing spare tire, vehicle jack, antennas, etc.). Vehicles with equipment failures, defects, and/or shortcomings may be accepted subject to correction by the contractor/manufacturer. Fluid levels and tire pressures should be checked. Additionally, operational checks shall cover all controls, systems and devices, doors, windows, accessories, road testing of the vehicle, and compliance with the predelivery inspection.

CORRECTION OF TRANSIT DAMAGE

When vehicles are delivered directly, the consignee, in the presence of the carrier's driver, should immediately inspect the vehicle for damage, abuse, loss, or theft that may have incurred in transit. Failure to do so may result in the agency absorbing costs for any damages subsequently noted. Any such findings should be accurately described on the delivery receipt the driver presents for signature. If vehicles are covered with snow or ice at the time of delivery, the inspecting official should note this condition on the delivery receipt. If damage is noted after the snow and/or ice is removed, a claim should be made. The driver is required to acknowledge the notation by signature. If the driver refuses, the consignee must refuse to accept the vehicle. Should the consignee elect to accept the damaged vehicle without the driver's signature, the carrier may be relieved of responsibility, and the consignee's agency will bear the cost of repairs, replacement, etc.

When a vehicle is delivered by government bill of lading to a destination and a vehicle inspection reveals damage, abuse, or missing equipment and it is determined that the carrier is responsible, arrangements should be made for the immediate repair of the vehicle at the nearest manufacturer's dealer or any other capable repair facility. Prior arrangements should be made with the carrier representative to pay the repair shop for services rendered.

ORDER COMPLIANCE INSPECTION

Once the transit damage inspection is completed, the vehicle must be carefully checked to verify that it meets the ordering specifications. This inspection should not be delayed by any repair or replacement made necessary by transit damage or loss. The vehicle furnished must be compared with the Motor Vehicle Delivery Order, GSA Automotive's vehicle description, and applicable Federal standard and/or specification to determine that all functional requirements, performance, components, equipment, etc., are as ordered.

NOTE: Agency representatives should review the MVDO and notify GSA immediately of any discrepancies. This includes vehicle descriptions and any other information sent by GSA Automotive to the agency's requisitioning office. Additionally, should the consignee move during the time a vehicle order is in process, GSA Automotive must be notified immediately of the new delivery address.

Timely notification of a change to the address will insure the prompt receipt of the manufacturer's certificate of origin.

Any deviation from, or noncompliance with, specifications must be described on the receiving report. Minor discrepancies should be corrected by the nearest dealer under warranty. If the dealer refuses or the discrepancy is major, the nearest manufacturer's zone or service office should be contacted. If the matter cannot be resolved locally, a Quality Deficiency Report (QDR) should be prepared and sent to GSA Automotive to obtain assistance.

If some deviation from, or noncompliance with vehicle requirements or contract terms and conditions are discovered after the receiving report has been forwarded, the details should be supplied promptly to GSA Automotive to the contact on the Motor Vehicle Delivery Order (MVDO).

QUALITY AND WORKMANSHIP DEFICIENCIES

The following information concerning "workmanship" is excerpted from the Federal Standards, Nos. 122, 307, 794, & 807:

Workmanship

A. Vehicles shall be free from defects, which may impair their serviceability or detract from appearance.

- B. All bodies, systems, equipment, and interfaces with the chassis shall be done in accordance with the OEM's Body Builders Book.
- C. All components will be new. Defective components shall not be furnished. Parts, equipment, and assemblies, which have been repaired or modified to overcome deficiencies, shall not be furnished without the approval of the GSA. Component parts and units shall be manufactured to definite standard dimensions with proper fits, clearances, and uniformity. Welded, bolted, and rivet construction utilized shall be in accordance with the highest standards of industry. General appearance of the vehicle shall not show any evidence of poor workmanship.
- D. The following shall be reason for rejection:
 - 1. Rough, sharp, or unfinished edges, burrs, seams, corners, and joints.
 - 2. Non-uniform panels. Edges that are not radiused, beveled, etc.
 - 3. Paint runs, sags, orange peel, "fish eyes," etc., and any other imperfection or lack of complete coverage of paints or coatings.
 - 4. Body panels or components that are uneven, or unsealed or contain cracks, dents, or have voids.
 - 5. Misalignment of body fasteners, glass, viewing panels, light housings, other items with large or uneven gaps, spacing, etc., such as door, body panels, and hinged panels.
 - 6. Improperly designed, fabricated, and routed wiring or harnesses, and electrical connections.
 - 7. Improperly supported or secured hoses, wiring harnesses, mechanical controls, etc., including interference with other components.
 - 8. Interference of chassis components, body parts, doors, etc.
 - 9. Leaks of any gas, vacuum, or fluid lines (air conditioning, coolant, oil, oxygen, etc.).
 - 10. Noise, panel vibrations, etc.
 - 11. Inappropriate or incorrect use of hardware, fasteners, components, or methods of construction.
 - 12. Incomplete or improper welding, riveting, or bolting.
 - 13. Lack of uniformity and symmetry where applicable.
 - 14. Loose, vibrating abrading body parts, components, subassemblies, hoses, wiring harnesses, or trim.

15. Improper body design or interface with the chassis that could cause injury during normal use or maintenance, and which fail to provide access to perform routine or mandatory repairs or maintenance on vehicle electrical and mechanical systems. In addition, the improper combination of options which by their combination and installation are inherently incompatible with regard to function or safety.
16. Sagging non-form fitting upholstery or padding, holes, tears, discoloration, etc.
17. Incomplete or incorrect application of rustproofing.
18. Visual deformities and equipment malfunctions.
19. Unsealed appurtenances or other body components, gaskets, etc.
20. In addition, any deviation from specification requirements or any other item, whether or not stipulated herein, that affects form, fit, function, finish, durability, reliability, safety, performance, or appearance shall be cause for rejection.

QUALITY DEFICIENCY REPORT

A Quality Deficiency Report, GSA Standard Form 368, or a copy of the vehicle defect report, copy included herein, should be used to report quality deficiencies for all vehicles. A quality deficiency prevents an item from fulfilling its intended purpose. This can include deficiencies in material, manufacturing, or contract technical requirements. Problems should be corrected by a dealer under warranty.

Serious problems that affect safety should be reported immediately by phone. Please call Steve Dellinger at (703) 305-3723, or you may contact Customer CARE on (703) 308-CARS.

The Quality Deficiency Report form includes instructions for reporting vehicle deficiencies. Reports are sent to:

General Services Administration
GSA Automotive (FFAE)
Engineering Division
Washington, DC 20406

Every quality deficiency should be reported promptly and described fully even if corrections are made under warranty without cost. For each vehicle experiencing problems, data from many sources can pinpoint a deficiency in a single part, an individual vehicle, a production run, a year model, or a production plant. Reporting safety and emission system deficiencies is critical.

GSA Automotive will provide a response to all Quality Deficiency Reports which have been received.

RECEIVING REPORT

The receiving report copy of GSA Form 8002, Motor

Vehicle Delivery Order (or a signed letter on Government letterhead), must be completed by the consignee to acknowledge that the vehicle has been received at the destination. The completed form or letter shall be sent to the appropriate contract specialist at GSA Automotive. The name of the Contract Specialist can be found on the bottom of the MVDO.

Most vehicles are received without transit damage or loss. However, if damage or loss exists, the receiving report must be annotated. Example FOB Destination: "Left front door damaged in transit and carrier paid for repair" or "Four missing wheel covers were replaced by dealer and carrier." Example FOB Point of Origin: "Right rear quarter panel scraped and dented in transit; carrier acknowledged; agency paid for repairs; claim against carrier will follow."

Most vehicles are received as ordered; however, if there should be some deviation from, or noncompliance with, the contract's minimum vehicle requirements or options, the receiving report must be annotated. Example: "Purchase description specified "E" load range tires instead of the "D" load range tires which were received. Error was corrected by the manufacturer's dealer."

When satisfactory arrangements have been made to correct any deviations or noncompliance with specifications, the receiving report or letter should be signed immediately and sent to the General Services Administration, Office of Vehicle Acquisition and Leasing Services, GSA Automotive (FFAP), Washington, DC 20406.

► WARRANTY

The terms "manufacturer" and "contractor" are both used in warranty statements. The vehicle manufacturer is also the contractor when his/her offer to supply the whole vehicle is accepted as part of a contract. In some instances, the manufacturer's dealer or the builder of the body or other special equipment manufacturer may submit an offer on the entire vehicle. If awarded the contract, the builder may purchase the chassis from a manufacturer and supply and warrant the entire vehicle as the prime contractor. As a general rule, the chassis manufacturer will warrant his chassis regardless of any body or special equipment contractor.

WARRANTY COVERAGE

The warranty coverage for vehicles furnished to the Government is generally the same coverage as those vehicles furnished to the general public. Warranty information is usually found with operator's manuals located in the glove compartment. The coverage and period may be more extensive than what is described below.

The contractor shall warrant the vehicle and the furnished equipment against parts failure or malfunction due to

design, construction or installation errors, defective workmanship, and missing or incorrect parts for a minimum period of 36 months or 36,000 miles, and 36 months or 36,000 miles for vehicles outside the 50 United States and the District of Columbia, from the date of acceptance, or the mileage of operation specified in the appropriate Federal Vehicle Standard, exclusive of any authorized accumulated driveaway mileage, whichever occurs first. Warranty coverage shall include any defects or shortcomings found during the pre-delivery inspection and servicing. The warranty begins when the Government accepts the vehicle from the contractor FOB point of origin or destination.

Corrosion Coverage

The contractor shall provide the chassis manufacturer's commercial corrosion coverage. This coverage applies only to domestic use.

This coverage shall be for at least 6 years/100,000 miles.

EMISSION CONTROL SYSTEM

The contractor shall provide a warranty, in conformance with applicable regulations of the Federal Environmental Protection Agency and the California Air Resources Board, that covers emission control related parts which will be replaced, repaired, or adjusted if there is a defect in a covered part that causes the vehicle to fail to perform to regulations for 5 years or 50,000 miles, whichever occurs first. Some components (such as distributor, spark plugs, ignition wiring, and manifolds) are excluded if over 24 months or 24,000 miles and their primary purpose are not to reduce emissions. Some items may require scheduled replacement and are only warranted up to the first replacement interval. This coverage applies only to domestic use.

DOMESTIC WARRANTY

When vehicles are used within the 50 States, the District of Columbia, Puerto Rico, and the Virgin Islands, the warranty shall include furnishing without cost to the Government (FOB contractor's nearest dealer or branch to vehicle's location or station) new parts and assemblies to replace any that failed or malfunctioned within the warranty period. In addition, when the Government elects to have the work performed at the contractor's plant, branch, dealer, or with the contractor's approval, (i) to correct the defect itself or (ii) to have it corrected by a commercial garage facility, the cost of the labor involved in the replacement of the failed or malfunctioned parts or assemblies shall be borne by the contractor.

Repairs may be made at the manufacturer's/contractor's dealer or other facility. Repairs also may be made at a Government repair shop or independent repair shop under the following conditions:

- A. Government Repair Shop. If a government repair shop is operated at or near the operating base of a vehicle which is located an impractical distance from the manufacturer's nearest dealer or other facility, the manufacturer may agree to reimburse the Government repair shop for repairs made under the warranty provisions. Prior approval must be obtained from the manufacturer

before such repairs are made. The following are typical provisions of such an agreement:

1. An hourly billing rate is negotiated between the Government repair shop representative and the vehicle manufacturer's representative;
 2. The time allowance for each repair is based upon the vehicle manufacturer's flat rate manual for the particular make, model, and year; and
 3. Reimbursements for parts are based on prices quoted to manufacturer's dealers for parts and accessories.
- B. Independent Shop. Prior approval must be obtained from the manufacturer's zone, district, or regional service manager for repairs made by independent garages. Agreement must be obtained from the manufacturer's representative that these repairs will not in any way jeopardize warranty claims. Reimbursement for warranty expenses incurred at nondealer garages will be considered by the manufacturer if:
1. Repairs are necessary in a location where the manufacturer is not represented;
 2. Repairs are necessary during periods other than the nearest dealer's normal business hours; or
 3. Emergency repairs are required.
- C. The manufacturer's reimbursement to the Government will be based on the following:
1. The manufacturer's flat rate time schedule;
 2. The labor rate charged at the nearest franchised dealer for the vehicle make; and
 3. Federal Supply Schedule prices for all parts and major assemblies.

If the invoice of the independent shop is less than the total of 1, 2, and 3 above, the manufacturer will reimburse the lesser amount.

FOREIGN WARRANTY

When vehicles are used outside the 50 States, the District of Columbia, Puerto Rico, and the Virgin Islands, the warranty shall include furnishing new parts or assemblies to replace any returned by the Government to the contractor which failed or malfunctioned within the warranty period. The parts are to be returned to the contractor's plant at Government expense (see below). The contractor shall not be required to bear the cost of the labor involved in correcting defects in vehicles operated in foreign countries.

If a contractor's repair facility is conveniently located in the country where the Government vehicle is operated, replacement parts may be obtained from or repairs may be performed at the facility. The agency will have to pay the labor costs. If the facility requires payment for the parts, the agency must hold the old parts for possible reimbursement by the contractor.

If the contractor is not represented in the country, the parts may be obtained from a nearby representative or from the contractor in the United States. Whether the agency seeks supply of the replacement parts, or reimbursement for parts purchased, it should attempt to avoid the cost of returning the defective parts. If parts must be returned to the contractor's plant, it is at the Government's expense. The contractor may accept the validity of the claim and waive return of the defective parts if the agency's letter includes the following information:

- A. Complete address of agency holding the vehicle;
- B. Vehicle year, model, and serial or identification number;
- C. Contract and/or purchase data pertinent to vehicle purchase;
- D. Date of acceptance at destination and vehicle odometer reading upon arrival;
- E. A detailed description of the problem;
- F. Name and parts numbers, if available;
- G. Date and mileage at which the problem was discovered or suspected;
- H. An offer to return the parts.

If attempts to obtain replacement or reimbursement are not successful, GSA Automotive will attempt to resolve the problem.

WARRANTY EXTENSIONS

If the contractor receives from any supplier or subcontractor additional warranty coverage on the whole or any component of the vehicle, in the form of time and/or mileage including any prorate arrangements, or the contractor generally extends to his commercial customers a greater or extended warranty coverage, the Government shall receive corresponding warranty benefits.

WARRANTY EXCLUSIONS

Unless otherwise specified, the following items are considered normal maintenance and repair for which the contractor need not assume liability for reimbursing the Government, regardless of the vehicle age or mileage:

- A. Abuse, negligence, or unapproved alteration of original parts;

- B. Damage from accidents;
- C. Brake and standard clutch adjustments;
- D. General tightening, headlamp adjustments, and normal scheduled maintenance services;
- E. Wheel alignment or tire balancing;
- F. Tires and batteries (if warranted by their manufacturers);
- G. Miscellaneous expenses such as fuel, towing, telephone, travel lodging, or loss of personal property;
- H. Cosmetic or surface corrosion due to airborne fallout, stones, hail, wind, etc.

A manufacturer may be expected to reject a warranty claim if the vehicle has been subject to conditions such as the following:

- A. Use of fuels, lubricants, additives, etc., other than the type specified in the owner's guide;
- B. Addition of accessories to fuel, cooling, lubricating, ignition, electrical, and other systems without prior approval of the manufacturer;
- C. Noncompliance with manufacturer servicing procedures specified in the owner's guide for vehicles operated under other than normal conditions; and
- D. Component repair or replacement made at a non-dealer shop without prior approval of the manufacturer.

POST WARRANTY ADJUSTMENTS

The manufacturer's warranty correction policies are not necessarily confined to the prescribed warranty period. Malfunction or other parts failure discovered at some point past the warranty period might be corrected at no cost, or on a cost-sharing basis, provided there is documented evidence pointing to a failure pattern or potential. Therefore, it is important that agencies record deficiencies, known or suspected. They should be documented promptly, even if seemingly corrected by the contractor.

ADDITIONAL WARRANTY INFORMATION

Corrective Action Under Warranty

If problems are encountered in obtaining corrective action under the terms of the warranty, the following steps should be followed:

- A. When a vehicle is returned to the dealer for warranty work and the dealer refuses to make corrections under the warranty, the agency should make every effort to attempt to resolve the issue while the vehicle is still in the dealer's shop. In this situation the following steps should be taken:
 - 1. Request that the dealer contact the manufacturer's

regional, zone, or district office for approval to proceed with warranty repairs.

2. If the dealer refuses to make such a contact, the agency's representative should make the contact, explain the situation, and obtain approval for the dealer.
- B. If the manufacturer's regional, zone, or district representative cannot be reached for a prompt approval for warranty repairs, and the vehicle is urgently needed, the agency should:
1. Instruct the dealer to make the necessary repair(s), bill the agency on open account, and hold any replaced parts or assemblies for examination by the manufacturer.
 2. When the appropriate manufacturer's representative can be reached, explain the situation and request that instructions be issued to have reimbursement made directly to the dealer.
- C. In the event that the manufacturer's field representative is not willing to resolve a problem which is believed to be the manufacturer's responsibility, contact the manufacturer's regional/zone service manager, or GSA Automotive, who will assist in referring the case to the appropriate manufacturer's official.

Reimbursements

All requests submitted to the manufacturer for reimbursement must include a copy of the paid invoice, a description of the problem including reasons why it was not handled at the regional level, and the exact address to which the remittance is to be sent. Be sure to include the Vehicle Identification Number (VIN), contract number, and the date of delivery.

Importance of Maintenance Records

Complete and accurate maintenance records are necessary for proper fleet management, especially during the warranty period. On all warranty repairs, the dealer should furnish a copy of the repair order listing all repairs, parts replaced, date, and vehicle mileage. Maintenance records should include date, odometer readings, and repair details, even when made at no cost to the Government.

Warranty Affected by Delivery Delays

When does the contractor's warranty begin? The date is important to the consignee initially and to any future custodian of a vehicle. The start of the warranty depends upon the method of delivery. If the vehicle is purchased FOB Destination, the warranty will begin when the consignee accepts the vehicle. If the vehicle is purchased FOB, Point of Origin, the warranty begins when the manufacturer makes the vehicle available to the Government's carrier for delivery.

When a vehicle arrives at its destination, the consignee should take note of the month and year recorded at the beginning of the warranty. A misdirected shipment or delayed component installation could result in a delivery to the consignee significantly later than the date entered, resulting in a loss of warranty period. If such a case exists, the consignee should promptly contact the manufacturer requesting a corrected start of warranty date. If additional assistance is required, the consignee should contact GSA Automotive.

RECALLS

The National Traffic and Motor Vehicle Safety Act of 1966 (15 U.S.C. 1402) requires every motor vehicle manufacturer to disclose defects which relate to safety in motor vehicles or motor vehicle equipment it produces. The purchaser must be notified by certified mail and within a reasonable time after the defect is discovered. The manufacturer also must notify his dealer and the Department of Transportation (DOT). Manufacturers are instructed to use the consignee mailing address on the Motor Vehicle Delivery Order for such notices.

It is in the interest of the Government to comply with all recall programs. If a recall notice is received by the original consignee for a vehicle that has been transferred to another location, the consignee should forward the recall notice to the activity currently responsible for the vehicle. The notice should not be returned to the manufacturer with the expectation that the manufacturer will locate the vehicle.

Custodians of Government-owned vehicles should not depend entirely upon manufacturers' and state registration records to be notified of a recall. When recalls are announced in the news media, fleet managers should review their vehicle fleets for the subject makes, types, and vehicle identification numbers. If it appears reasonably certain that some vehicles are involved, and the expected notice from the manufacturer is not received within a reasonable time, managers should contact the appropriate manufacturer's service office to determine what action is appropriate.

MANUFACTURER'S SERVICE ASSISTANCE OFFICES

AMERICAN HONDA MOTOR CO., INC.
NATIONAL HEADQUARTERS
1919 Torrance Boulevard
Torrance, CA 90501-2746
310/783-2000
FAX 310/783-3900

WESTERN ZONE OFFICE
700 Van Ness Avenue, Bldg. 300
Torrance, CA 90501-2746
310/781-4147
FAX 310/781-4081

SOUTH CENTRAL ZONE
OFFICE
4529 Royal Lane
Irving, TX 75063
972/929-5444
Customer Relations 972/929-5481
FAX 972/929-5403

CENTRAL ZONE OFFICE
101 S. Stanfield Road
Troy, OH 45373
937/332-6100
Customer Relations 937/332-6250
FAX 937/332-1010

NORTHEAST ZONE OFFICE
115 Gaither Drive
Mount Laurel, NJ 08054
856/235-8700
Customer Relations 856/235-5533
FAX 856/866-3618

MID-ATLANTIC ZONE OFFICE
902 Wind River Lane, Suite 200
Gaithersburg, MD 20878
301/990-2000
Customer Relations 301/990-2020
FAX 301/990-2016

NORTHWEST ZONE OFFICE
16800 N.E. Sandy Blvd.
Grasham, OR 97230
503/256-4670
Customer Relations 503/256-0943
FAX 503/251-1398

SOUTHEAST ZONE OFFICE
1500 Morrison Parkway
P.O. Box 1606
Alpharetta, GA 30009-1606
770/442-2000
Customer Relations 770/442-2045
FAX 770/442-2044

NORTH CENTRAL ZONE
OFFICE
601A Campus Drive
Arlington Heights, IL 60004
847/870-5621
Customer Relations 847/870-5600
FAX 847/870-5629

NEW ENGLAND ZONE OFFICE
555 Old County Road
Windsor Locks, CT 06096
860/627-5911
FAX 860/627-1884

WEST CENTRAL ZONE OFFICE
12250 E. Arapahoe Rd.
Englewood, CO 80012-3870
303/708-7800
FAX 303/708-7333

DAIMLERCHRYSLER CORPORATION

The satisfaction of our customers is important to us. Therefore, if you have concerns or issues that need to be brought to our attention, please adhere to the following procedure:

1. Contact the Service Manager at the Dealership where you took delivery of the vehicle.
2. If your concerns or issues are not being addressed by the Dealer to your satisfaction, please contact Bill Jones - (248) 512-7006. He will make sure that they are given the attention they deserve.

FORD MOTOR COMPANY

Your satisfaction is our #1 goal. If you have questions or concerns with your vehicle we suggest you follow these steps:

1. Contact the Service Advisor or Manager at your servicing dealership.
2. If the inquiry or concern cannot be resolved at the dealership level, contact the Ford Fleet Service Support Team at: 1-800-34-FLEET (Select Prompt #3) or

FORD MOTOR COMPANY
Commercial Vehicle Operations
Ford Fleet Service Support Team
Fairlane Business Park III
1555 Fairlane Dr., Ste. 200
Allen Park, Michigan 48101
FAX: 313/390-1880

GENERAL MOTORS COMPANY

Customer satisfaction with General Motors products has always been priority. The following procedure should be followed when you have any service concerns or issues:

1. Contact the Service manager at the General Motors dealer from whom you took vehicle delivery.
2. If your concerns are not fully addressed by the G.M. dealer, please call G.M. Fleet Service Department at 1-800-353-3867, then select prompt #4 for assistance with GSA vehicles. A service specialist assigned to the GSA will answer your call.

VEHICLE DEFECT REPORT

The Office of Vehicle Acquisition and Leasing Services, GSA Automotive, maintains records of vehicle defects for purposes of analyzing quality deficiency trends, and expediting corrective action. Your input may help predict future problems and expedite corrective action concerning your vehicle. Please complete the information below and fax it to GSA at (703) 305-6053. Alternatively, you may contact Stephen Dellinger at (703) 308-4575, or e-mail the information to stephen.dellinger@gsa.gov.

User Agency:	
Agency Contact:	
Contact Address:	
Contact Telephone Number:	
Contact Fax Number:	
Contact e-mail address:	
Vehicle type (Make, Model, Year):	
Vehicle VIN Number:	
RPN (Order) Number:	
Tag Number (GSA Fleet vehicles):	
GSA Contract Number:	
Requisition Number:	
Is Vehicle under warranty?	
If under warranty, has the dealer/manufacture been contacted?	

Please describe the nature of the vehicle defect and any remedial actions to date:

Which of the following applies:

- ☐ This problem is being corrected through the intervention of the local GSA Fleet Office: _____
- ☐ This problem is being corrected by the dealer or manufacturer.
Name of dealer/manufacture: _____
- ☐ This problem has been corrected by the dealer or manufacturer.
Name of dealer/manufacture: _____
- ☐ No corrective action has taken place. GSA Automotive action desired.
Other: _____

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